

## APPENDIX 1

## GOOD PRACTICE

## 1. Webpage “Social Map”

<b>Name of Measure</b>	Webpage “Social map” <a href="http://www.socialmap.lt">www.socialmap.lt</a>
<b>Member State</b>	Lithuania
<b>Purpose of the Measure</b>	To spread information about the social processes in Lithuania, encourage privity as well as cooperation between the central governmental institutions and municipalities, reducing poverty, social exclusion and regional differentiation.
<b>Main Results</b>	<ul style="list-style-type: none"> <li>- Generalized social statistical indicators;</li> <li>- Information about the municipal activities in implementing social policy, as well as social support;</li> <li>- Examples of good practice of the municipalities on poverty and social exclusion reduction matters.</li> </ul> <p>Information, available on <a href="http://www.socialmap.lt">www.socialmap.lt</a>, allows the society, representatives of local communities, civil organizations, local and central governmental institutions to better understand as well as sum up the existing social situation.</p> <p>Presentation of the good practice of the municipalities in the field of poverty and social exclusion reduction enables the providers of social support to identify successful poverty and social exclusion reduction measures as well as encourages a better application of such measures.</p> <p>Sharing the information encourages a more intensive cooperation and establishes the conditions for more reasonable decision-making.</p>

<b>Targeted Beneficiaries</b>	Politicians, representatives of local communities, civil organizations, local and central authorities, society.
<b>Policy Focus</b>	Improved governance
<b>Geographical Scope</b>	National measure
<b>Implementing Body</b>	Ministry of Social Security and Labor
<b>Context / Background to the Initiative</b>	<p>According to the level at risk of poverty rate before social transfers (as compared with GDP), Lithuania is not very much behind the EU (25) average, however, the level at risk of poverty rate after social transfers in Lithuania is one of the highest among all EU countries. The national poverty reduction plans remain obscure to the public; moreover, the citizens do not associate the solution of particular social problems with these plans. There is the lack of implementation of public consultancy practice in Lithuania, which would enable the citizens to get actively involved in the social exclusion reduction activities, the regions to share good practice, the authorities as well as municipalities to cooperate in reducing the poverty and social exclusion.</p> <p>Municipalities are the significant link in fighting the poverty and social exclusion, therefore, it is important to have a mechanism that enables to assess and share successful local poverty and exclusion reduction initiatives among the municipalities as well as involve local communities and civil organizations in discussion.</p> <p>Spread of information about the social processes that take place in Lithuania, sharing of the local poverty and exclusion reduction initiatives among the municipalities enable to assess the regional differences in this field as well as search for reasoned solutions in order to reduce the regional differentiation.</p>
<b>Details of the Initiative:</b>	
1. The Timescale for the Implementing the Initiative	Continually as of October 2007
2. Specific Objectives	- To inform the society about the social support, rendered by the municipalities to the residents, means of overcoming

	<p>the poverty and social exclusion, as well as to encourage the citizens, local communities, and civil organizations to integrate into the public practice of social exclusion and poverty reduction, thus making this practice more efficient.</p> <ul style="list-style-type: none"> <li>- To encourage the dialogue between the state authorities and municipalities in solving the poverty and social exclusion problems as well as to establish the conditions, under which as effective solutions as possible could be made in the field of social policy.</li> <li>- To develop the information spread network among the Ministry of Social Security and Labor, municipalities, non-governmental organizations, as well as local communities.</li> </ul>
<p>3. How did the initiative address these objectives?</p>	<p>EU and Lithuanian legal acts, intended for social support, programs, projects, reports on scientific research, data of the Social Support Information System (SSIS), reports on the social support, provided by the municipalities, as well as indicators of social statistics are available on the website <a href="http://www.socialmap.lt">www.socialmap.lt</a>. Links to the websites of the social institutions of the counties, municipalities, as well as non-governmental organizations, engaged in the social activities, are also available on the website. Moreover, the presentation of some small social institutions or non-governmental organizations, for which it is complicated to design and maintain their own web pages, are also available on the website. Thereby, a wide circle of persons, involved in the social processes in Lithuania, is given on the webpage; the possibility to follow their activities is provided as well.</p> <p>Good practice of the municipalities within the field of poverty and social exclusion reduction as well as information about the events of the municipalities in this field is also available on the website.</p> <p>The discussion forum, during which citizens, after the personnel of the Ministry of Social Security and Labor formulates the topics, will be able to give their comments as well as suggestions, is planned to be initiated on the webpage. This initiative will contribute to the information about the social processes of the network development, involving the beneficiaries of social support.</p>
<p><b>Monitoring and Evaluation</b></p>	<p>—</p>
<p><b>Outcomes</b></p>	

<p>1. To what extent have the specific objectives been met?</p>	<p>The number of people, who are interested in the social processes in Lithuania and who have visited the webpage, has been increasing: from October 2007 to July 2008 the webpage the total number of visitors of the webpage was 170433 (registering both the number of information system access as well as resident search). Especially big number of visitors – more than double as compared with the period from October to May – was observed in June.</p> <p>The presentations of good practice of the municipalities have encouraged the persons concerned to get more actively involved in the solution of social exclusion and poverty reduction problems, share the results achieved, as well as search for as efficient solutions as possible in the field of social policy.</p> <p>Information, available on the webpage, is shared among the departments of the Ministry of Social Security and Labor, as well as more intensive exchange of information takes place between the central authorities and municipalities. The webpage provides the possibility to give questions and suggestions as well as enables the non-governmental organizations and individual citizens to get involved in the process of spread of information about social processes and initiatives in this field.</p>
<p>2. What obstacles/risks were faced in implementing the initiative?</p>	<p>—</p>
<p>3. How were these obstacles and risks addressed?</p>	<p>—</p>
<p>4. Unexpected Benefits or Weaknesses</p>	<p>—</p>

## 2. State support for the social enterprises

<b>Name of Measure</b>	State support for the social enterprises
<b>Member State</b>	Lithuania
<b>Purpose of the Measure</b>	To encourage the occupation of the disabled, by supporting their employment in the social enterprises
<b>Main Results</b>	<ul style="list-style-type: none"> <li>- Increased number of social enterprises and workplaces in the social enterprises: 49 social enterprises were operating in 2006, whereas in 2007 - 64 companies, i.e. the number of social enterprises increased by approximately 23 percent within one year;</li> <li>- During 2007, 15 new social enterprises were established, 11 whereof were granted the status of the social enterprise for the disabled; now there are 64 social enterprises in operation, 40 whereof are the social enterprises for the disabled;</li> <li>- More companies used the support as well as concessions, granted by the state, more disabled were involved in the labor market: during 2007, there were 87 new workplaces created and 20 workplaces accommodated for the disabled.</li> </ul>
<b>Targeted Beneficiaries</b>	The disabled
<b>Policy Focus</b>	Social exclusion
<b>Geographical Scope</b>	National measure
<b>Implementing Body</b>	Ministry of Social Security and Labor, Lithuanian Labor Exchange under the Ministry of Social Security and Labor
<b>Context / Background to the Initiative</b>	Demographical changes in the Lithuanian society – decrease in the number of residents (from 1990 to 2007 the number of residents decreased from 3,69 million to 3,38 million or 8,4 percent) and obsolescence of the society

	<p>(residents, older than 65 years of age, in 1996 constituted 12,5 percent of all residents, and in 2007 - 15,6 percent, whereas the number of children up to 14 years of age during the same period decreased from 21,6 percent to 15,6 percent) – have a great influence on the Lithuanian labor market. During the period from 1998 to 2007, the labor force in Lithuania decreased by more than 100 thousand. Main cause of decrease in the labor force is intensive emigration of able-bodied population of Lithuania, which caused the lack of the labor force in the country. Therefore, an important measure, with the view of increasing the number of the labor force, is involvement of economically inactive residents (unemployed students, pensioners, disabled, convicts, etc.) in the labor market.</p> <p>The disabled persons are usually attributed to the group that has the most difficulties integrating into the labor market. Though the number of registered disabled unemployed people in Lithuania in 2006, as compared to 2005, increased by 23 percent, and the number of the employed disabled people increased by 19 percent, it is necessary to pay special attention to the occupation of the social groups, which undergo difficulties of integration into the labor market.</p> <p>Therefore, it is necessary to enhance the motivation of the disabled to get actively involved in the labor market and help the persons, searching for work, to get back on the labor market.</p>
<b>Details of the Initiative:</b>	
1. Timescale for the Implementing the Initiative	Continually as of the adoption of the Law on Social Enterprises in 2004
2. Specific Objectives	<ul style="list-style-type: none"> <li>- To encourage the occupation of the disabled by supporting the employment thereof in the social enterprises;</li> <li>- To encourage the development of social enterprises and improve the activities of these enterprises.</li> </ul>
3. How did the initiative address these objectives?	The adoption of the Law on Social Enterprises of the Republic of Lithuania on 1 June 2004 with the purpose to support the persons, belonging to the target groups, indicated in the law (disabled, long-term unemployed people, persons of pre-retirement age, persons, returning from the custodial institutions, single parents, raising

	<p>minor children), who have lost the professional and general working capacity, who are economically inactive, unable of competing on the labor market on equal terms, encourage the comeback of these persons on the labor market, their social integration, as well as reduce social exclusion.</p> <p>Social enterprise is a legal entity of any legal form with the status of a social enterprise, where at least 40 percent of the employees belong to the target groups and the number of these employees is at least 4; which is engaged in training of the working and social skills of the employees as well as social integration, and income whereof from the non-supportable activities of the social enterprises amounts to not more than 20 percent. Such enterprise can be granted a partial compensation of the wages and state social insurance contributions, subsidy for the creation of the workplaces, accommodation of the workplaces for the disabled employees, acquisition or accommodation of the work means, as well as subsidy for training of the employees, who belong to the target groups.</p> <p>Main subsidy, used by the social enterprises, is the partial compensation of the wages and state social insurance contributions. From January 2008, the compensation of the wages of the employees, who belong to the target groups, increased by 10-20 percent.</p> <p>Additional types of state support have been provided for the social enterprises of the disabled. They are as follows: subsidy for the accommodation of the work environment, industrial premises, and restrooms of the disabled personnel, subsidy to compensate additional administration and transportation expenses, subsidy to compensate the assistant's (sign language interpreter's) expenses. In addition to the last-mentioned types of state support for the social enterprises, the following concessions have been provided: zero profits tax rate, public procurement can take place according to the simplified procedure. All this facilitates the implementation of the services as well as production, provided by the social enterprises. Moreover, the state and municipal property (premises) can be granted to the social enterprises on the loan basis for temporary gratuitous tenure and use, whereas the expenses, which are saved for not paying for the leasehold premises, are deemed to be the actual support of the state.</p> <p>Since 2004, the social enterprises have been managed by the Lithuanian Labor Exchange under the Ministry of Social Security and Labor as well as 46 territorial job</p>
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	centers.
<b>Monitoring and Evaluation</b>	<p>Social enterprises provide the territorial job centers with the following:</p> <ul style="list-style-type: none"> <li>- Reports on the employment as well as discharge from employment of the persons, belonging to the target groups, number and segment thereof among all employees of the social enterprise;</li> <li>- Reports on the state support, received from any and all sources as well as used, and the annual financial statement.</li> </ul> <p>Territorial job centers are entitled to organize and perform the control of the social enterprises in order to determine how this law is complied with.</p>
<b>Outcomes:</b>	
1. To what extent have the specific objectives been met?	<p>During 2007, 15 new social enterprises were established, 11 whereof were granted the status of the social enterprise for the disabled; now there are 64 social enterprises in operation, 40 whereof are the social enterprises for the disabled. Social enterprises have already been engaged in the activities in all counties of the country. 4 enterprises have organized training of general and special nature, which was attended by 138 persons, belonging to the target groups.</p> <p>In 2007, there were 87 new workplaces created for the disabled, 20 workplaces were accommodated for such purpose. 64 currently operating social enterprises employ 2476 employees, 1529 or 61.7 percent whereof are the persons, belonging to the target groups. Upon application of the state support, 4 enterprises have accommodated the work and rest environment for 52 disabled people. Furthermore, 64 assistants work in the social enterprises for the disabled, who help 564 disabled people to perform their work functions.</p>
2. What obstacles/risks were faced in implementing the initiative?	<ul style="list-style-type: none"> <li>- The problems are faced in search for the employers. According to many employers, the state support is useful; however, it is complicated to work with the disabled persons. The employers also fear that the activities of the social enterprise will not be profitable.</li> </ul>
3. How these obstacles and risks	<ul style="list-style-type: none"> <li>- The territorial job centers organize seminars and</li> </ul>

addressed?	training for the employers, explaining the legal, social, and psychological employment aspects of the disabled persons, etc.
4. Unexpected Benefits or Weaknesses	<p>Value added:</p> <ul style="list-style-type: none"> <li>- Enhanced motivation of the disabled to be more actively involved in the labor market;</li> <li>- Broader awareness and consciousness of the employers in respect of the need to employ those disabled persons, who want to work.</li> </ul> <p>Shortcomings:</p> <ul style="list-style-type: none"> <li>- The threat that the disabled, working in such enterprises, will get less and less chance to get into an open labor market;</li> <li>- Lack of attention to the monitoring and evaluation of the work efficiency of the social enterprises as well as generalization of experience of the social enterprises;</li> <li>- The greatest concentration of the social enterprises is in Vilnius (1/3 of all social enterprises, operating in Lithuania), whereas in the regions the establishment of the social enterprises is inactive.</li> </ul>

### 3. EQUAL project “Integration of Hearing Impaired Persons into the Open Labor Market”

<b>Name of Measure</b>	EQUAL project “Integration of hearing impaired persons into the open labor market”
<b>Member State</b>	Lithuania
<b>Purpose of the Measure</b>	To improve the work search possibilities for the hearing impaired persons
<b>Main Results</b>	<ul style="list-style-type: none"> <li>- Introduced as well as trialed in practice model for hearing impaired persons;</li> <li>- Established vocational consultation and employment service;</li> <li>- Training of 20 employees – employment agents of the service, who actively search for work on behalf of the hearing impaired persons, by getting into direct contact with the employer, providing consultancy of different nature, as well as solving the problems that may take place between the employers and already employed disabled people.</li> </ul> <p>This innovative system of employment of hearing impaired persons has improved the employment opportunities – 126 persons (almost 79 percent) of 159 representatives of the target group, who participated in the project, have been employed.</p>
<b>Targeted Beneficiaries</b>	Hearing impaired persons
<b>Policy Focus</b>	Social exclusion
<b>Geographical Scope</b>	National measure
<b>Implementing Body</b>	Vilnius Rehabilitation Center of Vocational Training for Deaf and Hard of Hearing, Institute of Labor and Social Research, Lithuanian Association of the Deaf, Entrepreneurs Employers Confederation of Vilnius Town and County, Vilnius Labor Exchange, UAB “Salo Baltic International”.

<p><b>Context / Background to the Initiative</b></p>	<p>Approximately 30 thousand Lithuanian residents have different kinds of hearing impairment problems. It is very hard to make way to the labor market for more than half of them, though being of the employable age, due to their disability.</p> <p>The disabled persons would reluctantly address the labor exchange (there were only 6 hearing impaired persons, registered in the labor exchange prior to the commencement of the implementation of the project) and would search for work based on informal relations.</p> <p>Due to the last-mentioned reasons, more attention shall be paid to the integration of the hearing impaired persons into the open labor exchange (i.e. mechanisms, facilitating the employment of the hearing impaired persons).</p>
<p><b>Details of the Initiative:</b></p>	
<p>1. The Timescale for the Implementing the Initiative</p>	<p>2004 - 2008</p>
<p>2. Specific Objectives</p>	<p>Implementing innovative and effective employment system, which will improve possibilities of job seeking for the hearing impaired persons as well as help changing the attitude of the employers and society in respect of the disabled persons on the labor market.</p>
<p>3. How did the initiative address these objectives?</p>	<p>The partners of the project established a modern vocational consultation and employment service for the hearing impaired persons, which:</p> <ul style="list-style-type: none"> <li>- Arranges work motivation seminars for people with hearing disabilities;</li> <li>- Performs active work search for the hearing impaired persons, by applying the audiovisual presentations of the people;</li> <li>- Consults the employers on the disabled employment matters;</li> <li>- Performs the supervision of the employed persons on site, i.e. follows, if a disabled employee manages his work assignments, if an employer treats an employee in due manner, and, in case of any problems, cooperates with a employer and a disabled in with the view of solving them.</li> </ul> <p>One of the fundamental conditions, ensuring successful</p>

	<p>application of the employment model, is the role of employment agents in the process of integration of the target group<sup>1</sup> into the labor market. The agents help the persons find suitable workplaces, prepare them for the work activities, get in touch with the employers and consult them on employment matters, represent the interests of the persons, who want to be employed, solve problems between the employers and already employed disabled persons, as well as help them in the initial stage of the work activities. Employment process, performed by the employment agents, covers such forms of activities, as: collection of information about the customers, preparation of the customers for the job interview, first visit of the customers at the employer, employment, as well as supervision after employment of the customer.</p> <p>Especially innovative way of presentation of the persons to their employers contributes to successful functioning of the model. Audiovisual database, developed during the course of the project – recorded video presentations of the representatives of the target group (resumes), which are demonstrated during the individual meetings of the agents with the potential employers and which enable the employer to get to know a potential employee better.</p> <p>In 2007 the initiators of the initiative published the publication “Schedule of the Model of Deaf Employment. Activities of the Employment Service”, presenting the achieved results and good practice.</p> <p>Although in December 2007 the activities of the vocational consultation and employment service were terminated, it is nevertheless intended to hand over the model of deaf employment developed during the course of the project to the Lithuanian Association of the Deaf with the territorial boards in the biggest cities in Lithuania (Vilnius, Kaunas, Klaipėda, Šiauliai, and Panevėžys) and with 44 organizations in different counties of Lithuania. Upon transfer of the model to the Lithuanian Association of the Deaf, the hearing impaired employment activities would be decentralized, by establishing the consultation and employment services in individual counties. Vilnius Rehabilitation Center of Vocational Training for Deaf and Hard of Hearing would remain the partners of the Lithuanian Association of the Deaf, whereas the vocational consultation and employment service, established during the course of the project, would continue their activities. The implementation of the last-mentioned initiative is</p>
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<sup>1</sup> Target group of the project – 150-200 deaf and hard of hearing persons in Vilnius County

	planned by the beginning of 2009.
<b>Monitoring and Evaluation</b>	<p>The supervision of the activities of the vocational consultation and employment service was performed by the service tutor, administration of the project “Integration of the hearing impaired persons into the open labor market”. Reports on the activities as well as financial statements were prepared approximately every 3 months. One independent external expert was appointed for the performance of the supervision and assessment of the activities of the service. Every six months, if necessary more often, the meetings of the representatives of the project implementing institutions with the attendance of the independent external expert as well as curator of the vocational consultation and employment service were held. The activities of the project were discussed and achievements were estimated during the course of the meetings. The meetings of the personnel of the consultation and employment service, intended to discuss the problems, search for the means to overcome the same, define further guidelines of the activities would take place approximately every 10 – 14 days.</p>
<b>Outcomes:</b>	
1. To what extent have the specific objectives been met?	<p>The deaf employment model has been introduced as well as trialed in practice during the course of the project; the vocational consultation and employment service has been established; the audiovisual database has been designed – video presentations of the representatives of the target group have been recorded, 12 work motivation seminars have been held, during the course of which the hearing impaired persons were trained how to present themselves on the modern labor market, by highlighting their advantages. The purpose of the seminars was the enhancement of the work motivation, psychological preparation of the representatives of the target group, assistance in writing the resumes, presentations, as well as filing the documents.</p> <p>126 persons out of 159 representatives of the target group, who participated in the project, have been employed. Relations have been established with the potential employers from 84 companies during the course of implementation of the project.</p> <p>The project both contributed to better employment opportunities for the hearing impaired persons as well as helped changing negative attitude of the employers and</p>

	society towards the employment of the disabled people.
2. What obstacles/risks were faced in implementing the initiative?	<ul style="list-style-type: none"> <li>- Main problems were faced during the last six months of project implementation, when the motivation of the personnel has been reducing due to temporariness of the project, when the fluctuation of the personnel has intensified, when the employees, specially trained to perform the function of the agent, have been lost;</li> <li>- Not all disabled persons wanted to participate in the creation of the video presentations and audiovisual database during the course of the project;</li> <li>- Negative attitude of the employers.</li> </ul>
3. How were these obstacles and risk addressed?	<ul style="list-style-type: none"> <li>- Assistance from the leaving persons to new personnel;</li> <li>- Search for compromise;</li> <li>- Visits at the workplaces, training for the employers, by distributing the information about legal, social, and psychological aspects of employing the disabled persons.</li> </ul>
4. Unexpected Benefits or Weaknesses	<p>Value added:</p> <ul style="list-style-type: none"> <li>- The initiative contributed to the formation of more favorable attitude of the employers and society towards the participation of the disabled persons on the labor market;</li> <li>- Consciousness of the society has been raised in respect of the hearing impaired persons; perception of the principles of conduct has been implemented;</li> <li>- The project has been of great contribution to the publicity and actualization of the problem: the society, governmental institutions, and employers are more concerned about the problem of social exclusion of the hearing impaired persons;</li> <li>- Self-confidence, self-evaluation, and motivation to work of the hearing impaired persons have enhanced.</li> </ul> <p>Shortcomings:</p> <ul style="list-style-type: none"> <li>- The risk of losing the job for the hearing impaired persons, especially – the work fluctuation, has been solved with this initiative; however, it still remains high. The lack of the disabled employee awareness</li> </ul>

	by the employers remains a relevant problem, encumbering the successful integration of the hearing impaired people into the labor market.
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#### 4. Development of public internet access points network (alliance “Window to the Future”)

<b>Name of Measure</b>	Development of public internet access points network (alliance “Window to the future”)
<b>Member State</b>	Lithuania
<b>Purpose of the Measure</b>	To encourage the use of the internet in Lithuania, thus raising the standards of life of the residents of the country as well as competitive ability of the country
<b>Main Results</b>	<ul style="list-style-type: none"> <li>- Since 2003, the computer literacy courses have been heard by approximately 70 000 residents;</li> <li>- From 2002 to 2007, there were 475 public internet access centers established, which provide a possibility for the residents of rural areas to use the internet free of charge;</li> <li>- During the period from 2007 to 2008, another 400 internet centers will be established as well as a unanimous internet access points network, connecting over 800 internet access points, is in the final stage of establishment.</li> </ul> <p>Lithuania is considered to be the leading country in Europe according to the density of public internet access points.</p> <p>Now the alliance “Window to the Future” is implementing special training courses for the people with motional disabilities, with the purpose to provide the computer literacy knowledge to 400 disabled people.</p> <p>Using the support of the information technologies company “Microsoft”, the alliance is planning to initiate the remote computer literacy training courses in the nearest future.</p>
<b>Targeted Beneficiaries</b>	Different groups of the society members, particularly those, which face the digital disjuncture (e.g. living in the rural areas, where it does not pay for the companies to install and develop the internet communication infrastructure)

<b>Policy Focus</b>	Social exclusion
<b>Geographical Scope</b>	National measure
<b>Implementing Body</b>	Alliance “Window to the Future” (AB SEB bank, AB bank “Hansabankas”, mobile communication company “Omnitel”, IT companies “Alna” and “Sonex”. Partners: Ministry of the Interior, Microsoft Lietuva, DnB Nord bankas, public relations company PRservice, lawyers’ office “Lideika, Petrauskas, Valiūnas ir partneriai / LAWIN”, Public Policy and Management Institute)
<b>Context / Background to the Initiative</b>	<p>In 2000, only 5.3 percent of the households had a personal computer and by 2002 this number has marginally increased – up to 12 percent, i.e. increased by 6.7 percentage points. A little bit more poor grow tendencies prevailed in the statistics of the households, having the internet access at home through the personal computer: in 2000, this number reached only 2.3 percent and by 2002 increased marginally – 1.8 percentage points (in 2002 it reached 4.1 percent). Therefore, during the period from 2000 to 2002 the increase in the number of households, having the personal computer, and households, having the internet access at home through the personal computer, has been notably slow. After the alliance “Window to the Future” commenced their activities, the average of the internet penetration in Lithuania was 9 percent only, whereas the average of the internet penetration in the European Union reached 39 percent.</p> <p>In 2006, the personal computer was used by 36.5 percent of households, 31.7 percent of households had the internet access. In 2007, the number of households, having the personal computer, increased up to 42 percent, whereas the number of households, having the internet access at home – up to 40.3 percent.</p> <p>Though the number of households, having the personal computer, and the number of households, having the internet access, had significantly increased during the period from 2006 to 2007 (13 percent and 21 percent respectively), the following tendencies of “digital disjuncture” are observed in Lithuania:</p> <ul style="list-style-type: none"> <li>- first of all, the level of using the information technologies in the rural areas is lower than in the city. In 2006, the personal computer was owned by 52.2 percent of</li> </ul>

	<p>households in the biggest cities and 17.9 percent of households in the village. During the first quarter of 2007, 53 percent of urban households and 24 percent of rural households had personal computers at home. The number of internet users in the rural and urban areas differs as well: in 2006, the internet at home was used by 46.3 percent of urban households and 16,4 percent of rural households, whereas in 2007, every second household had internet access in the city and every fourth – in the village (23 percent);</p> <p>- secondly, the differences in using the computer by age are obvious. In 2006, the computer was used by 84.2 percent of 16-24 year old people and only 36,9 percent of 45-54 year old people, 14,8 percent of 55-64 year old people, 3.6 percent of 65-74 year old people; similar tendencies prevailed in the internet use as well. In 2007, the computer was used by 91.1 percent of 16-24 year old people (approximately 7 percent more than in 2006), 41.3 percent of 45-54 year old people (approximately 4 percent more than in 2006), 18.6 percent of 55-64 year old people (approximately 4 percent more than in 2006), and 4.5 percent of 65-74 year old people (approximately 1 percent more than in 2006). The number of computer users as well as the growth tendencies of the number of computer users varies subject to the age group. The statistics of the internet users in 2007 demonstrate similar tendencies: the internet use is the most intense among 16-24 year old people.</p>
<b>Details of the Initiative:</b>	
1. The Timescale for the Implementing the Initiative	Since 2002
2. Specific Objectives	To encourage the development of information society, by establishing public internet access points for the wide society, educating the society how to use the computer and internet, encouraging the society to use the electronic services.
3. How did the initiative address these objectives?	The alliance “Window to the Future” has initiated the mutual cooperation between the business institutions and the authorities, which have demonstrated substantial results. In 2002, in cooperation with the municipalities of the country, there were 75 public internet access centers “Window to the Future” established in Lithuania. The cooperation agreement between the alliance “Window to the Future” and the Ministry of the Interior was signed in

2002, under which another 100 internet centers were established in 2003. Successful activities of the alliance in the establishment of the internet centers have been continued by “Phare” project, implemented by the Ministry of the Interior and financed from the EU funds. There were 300 internet centers established in the rural areas in accordance with this project. Since 2006, the alliance “Window to the Future” together with their partners Kaunas University of Technology and UAB “S4ID” has been conducting the project on the establishment of 400 public internet access points, implemented by the Ministry of the Interior. 400 new internet access points will be opened and 83 internet access points, operating in the rural areas since 2002, will be modernized in accordance with this project.

Besides the establishment of the public internet access points, enabling free internet use, the alliance also endeavors to provide the residents with the fundamentals of computer literacy as well as internet knowledge. The latter activities will enable increasing the number of visitors of the internet centers and, at the same time, the number of the internet users. In 2003, “Window to the Future” initiated the ultimate training courses on the internet for the Lithuanian residents. The courses have been completed by 20000 Lithuanian residents. Training courses emphasized the benefits of using the internet, encouraged the people to use the computer and electronic services in their household as well as apply the knowledge, acquired during the training courses, in the established internet centers. The training project with the value of 1.3 million Litas was financed by the founders of “Window to the Future” and their partners: AB SEB bank, TEO (Lietuvos telekomas), “Omnitel”, “Alna”, etc. – in total 11 business enterprises. Great enthusiasm and activeness of the residents, participating in the training courses, has encouraged the alliance to work out the project, for which the support of the EU Structural Funds and national co-financing has been granted. The alliance completed this project, which has taken place for two years, in 2008 (“Fundamentals of Lithuanian e-citizen’s computer literacy”). The result of the project – 50000 Lithuanian residents completed the courses and acquired basic computer literacy knowledge. It has been one of the biggest training projects ever implemented in Lithuania, financed from the EU Structural Funds (8.4 million Litas).

Though the project “Fundamentals of the Lithuanian e-citizen’s computer literacy”, implemented by the alliance, has come to an end, the follow-up of this project is taking

	<p>place at the moment. On receipt of extra EU financing, the alliance arrange special courses for the people with motional disabilities. The alliance is planning to provide 400 disabled people with the computer literacy knowledge. The courses are organized in 16 municipalities of Lithuania, departments or day centers of the associations of the disabled, which are accommodated for the people with motional disabilities. The participants of the courses are brought to the training classes and back home by special means of transport. Moreover, “Window to the Future” became the winner of the program “Unlimited Potential”, implemented by “Microsoft”, according to which the alliance “Window to the Future” received the assistance of the information technologies company “Microsoft” of over 225 thousand Litas. According to this project “Window to the Future” will be implementing the remote computer literacy training courses in Lithuania – will be offering the residents to study online. The possibility of remote studies is a particularly convenient way of study for extremely busy people, the disabled, seniors, as well as the parents, who raise children at home.</p> <p>The sociological survey of the participants of the project “Fundamentals of the Lithuanian e-citizen’s computer literacy” with the objective to find out the utility of the computer literacy courses to the participants thereof and define the future guidelines of the activities of the alliance was performed in 2008 on the initiative of the alliance “Window to the Future”. The results of the survey demonstrate the need for more time, dedicated to the computer literacy training courses, and continuity of the courses. This will be the guide for the alliance in organizing further projects.</p>
<p><b>Monitoring and Evaluation</b></p>	
<p><b>Consequences:</b></p>	
<p>1. To what extent have the specific objectives been met?</p>	<p>Since 2003, the computer literacy courses have been heard by approximately 70 000 residents; since 2002, 475 internet centers have been established, 300 whereof have been established in the rural areas. The establishment of another 400 internet centers will come to an end in 2008. The development of the public internet access network will be oriented towards the remote rural areas. As a result thereof, the establishment of the unanimous internet points network, uniting over 800 internet access points, is coming to an end in 2008 and now Lithuania is deemed to be the leading country in Europe according to the density of the</p>

	<p>public internet access points.</p> <p>Until July 2008, “Window to the Future” has been implementing special training courses for the people with motional disabilities with the purpose to provide the computer literacy knowledge to 400 disabled people. Moreover, upon application of the support of the information technologies company “Microsoft”, the alliance are about to initiate the remote computer literacy training courses.</p> <p>The activities of “Window to the Future” – an excellent example of cooperation between the private business and the state in pursuance of common goals.</p>
<p>2. What obstacles/risks were faced in implementing the initiative?</p>	<p>Poor awareness of the society of the benefits of such initiative was felt in the beginning of the implementation of the project.</p>
<p>3. How were these obstacles and risks addressed?</p>	<p>Spread of information, meetings, and discussions with the representatives of local authorities.</p>
<p>4. Unexpected Benefits or Weaknesses</p>	<p>Value added:</p> <ul style="list-style-type: none"> <li>- Development of socially responsible business;</li> <li>- Successful experience of cooperation between the state and business.</li> </ul>